
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Property and Supply Clerk II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES AND PROCEDURES (14 Questions)

Employees in this job must be knowledgeable of basic office practices and procedures, filing systems, and record keeping. Employees use this knowledge on the job to respond to business calls on the telephone, to receive visitors at the job site, to receive, open, sort and route all incoming mail and to monitor the accurate filing of various documents. The questions in the section of the exam test your knowledge of general office practices and procedures. Test question topics include:

- How to properly respond to questions posed by the public;
- Filing procedures: cross referencing, chronological, alphabetical and numerical filing;
- Proper telephone etiquette;
- Proper procedures when handling office mail.

II. NUMERIC REASONING (12 Questions)

Employees in this job must be able to reason numerically by identifying and solving for missing variables and computing values using addition, subtraction, multiplication and division operations as well as percentages. Employees use numeric reasoning skills to reconcile vouchers with purchase orders and to determine the amount of physical inventory on hand. The questions in this section of the exam test your numeric reasoning skills. Test question topics include:

- Computations involving decimals, percentages and measurements;
- Calculations involving addition, subtraction, multiplication and division;
- Practical applications of mathematical reasoning.

III. WRITTEN COMMUNICATION SKILLS (12 Questions)

Employees in this job must be able to clearly and accurately communicate in writing. Employees are often called upon to prepare business correspondence such as memos, reports and other documents. In particular, employees are asked to develop reports regarding property and equipment transactions and assessments, write tagging and coding inventory procedures and prepare written recommendations regarding equipment condition. The questions in this exam section test your ability to use correct and appropriate English grammar, syntax, punctuation and word usage, and your ability to develop clear and concise reports. Test question topics include:

- Identifying the best use of English from various examples;
- Identifying correctly and incorrectly spelled words;
- Report preparation techniques: theme development; arrangement of report components; effective use of paragraphs, etc.

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IV. INTERPERSONAL RELATIONS

(14 Questions)

Employees in this job must be able to effectively interact with other staff, subordinates and the public. Employees are involved with assisting auditors and field inspectors conducting physical inventories as well as answering questions and interpreting provisions of the State Property and Control Act. The questions in this exam section test your ability to effectively interact with a wide variety of people. Test question topics include:

- Interpersonal communication skills;
- Ability to manage difficult individuals or situations;
- Ability to follow established procedure;
- Techniques one can use to enhance working relationships with other staff.

V. INVENTORY & REQUISITIONS

(14 Questions)

Employees in this job must be knowledgeable of common receiving practices, coding procedures and inventory systems and be able to reconcile discrepancies discovered during routine physical inventories. Specifically, employees must file supply requisitions, prepare materials for shipment, mark items received against purchase order requests and note any discrepancies, code and tag equipment, establish and maintain systems to account for property and supplies as well as coordinate, direct and assist with conducting physical inventories of supplies and materials. Test question topics include:

- Characteristics of a perpetual and physical inventory systems;
- Conducting physical inventories;
- Techniques to use to conduct inventories in warehouses;
- Stock requisitioning and issuing procedures;
- Reconciling stock inventory counts and records;
- Receiving and inspecting stock for shipment accuracy.